



# Simplified Solutions for Digital Innovation

Util-Assist is a recognized innovator in technology and data-driven solutions for utilities. Our solutions merge technology with strategy to streamline processes, boost productivity, enable data-driven business decisions, and deliver enhanced customer experiences, transforming how utilities operate and deliver value to their customers. With professional services and managed services for electric, water, and gas, utilities rely on us to help them drive digital innovation that reshapes the utility landscape.

## Professional Services



### AMI Procurement Services

Util-Assist helps utilities procure best-of-breed technology solutions, from AMI to ADMS, supporting every phase of the procurement lifecycle, starting with feasibility studies through to contract negotiations.



### Analytics

Util-Assist guides utilities through the entire analytics maturity journey, from building a strong foundation in data governance to creating and implementing enterprise-wide analytics that support data-driven decisions with measurable business case benefits.



### AMI Consulting

At the forefront of AMI since 2005, Util-Assist helps deploy and integrate AMI 1.0 and 2.0 solutions with strategic planning, architectural design, project management, and business process engineering support.



### Testing Services

Util-Assist's centre of excellence for testing services provides confidence that upgrades and new releases are seamless transitions.



### Systems Integration (SI)

With a deep understanding of utility data flows and integration points, Util-Assist's SAP, Oracle, and Microsoft-certified consultants help unlock the value of technology investments. And unlike the big consulting firms, Util-Assist's SI practice is focused exclusively on the utility sector.



### Robotic Process Automation (RPA)

Cutting-edge automation services streamline repetitive, time-consuming tasks by automating rules-based processes to increase productivity, improve accuracy, lower costs, and deliver faster and more responsive customer service.

## Managed Services



### PowerAssist

Don't leave your customers in the dark. Designed to scale for peak call volumes and widespread outages, PowerAssist is a holistic outage management contact centre that keeps your customers informed 24/7 with live agents, interactive SMS, web chat, billboards, and more.



### SyncAssist

With data flowing from AMI meters and other sources, Util-Assist's experts ensure accurate data synchronization across utility systems, ensuring meter-to-cash operations continue without interruption. Our analysts have a deep understanding of data flows and processes to optimize your operations.



### SecureAssist

Protect against substation theft and vandalism, extend the life of valuable assets, and reduce safety risks with around-the-clock intelligent monitoring services.



### CustomerAssist

CustomerAssist eliminates the hassle of back-end billing, call centre, and IT hosting, letting you focus on what you do best: serving the customer.

## Contact Us



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